



U.S.P.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE
DEPOSIT INFORMATION

Express Mail Label No.: EV 340 922 156 US

Date of Deposit: May 21, 2007

Our Case No.10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Riley, et al.)	
Serial No. 10/029,769)	Examiner: Tan D. Nguyen
Filing Date: October 19, 2001)	Group Art Unit No.: 3629
For METHOD FOR IMPLEMENTING)	Confirmation No. 4749
SERVICE DESK CAPABILITY)	

AMENDMENT B

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated February 27, 2007, please enter the following amendments and consider the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 15 of this paper.

In the Claims:

This listing of claims will replace all previous versions and listings of claims in the application.

1. (Currently amended) A method of providing a service desk capability, the method comprising: